EXHIBIT A - Statement of Work

For as long as this Agreement is in effect Democracy Live agrees to provide Customer with OmniBallot Online Products and Services as described below:

Voter Guide

- Democracy Live will deliver to Customer an online voter guide/pamphlet/sample ballot that enables the voter to access candidate statements, measure details, and additional information about the election.
- Additional fields such as candidate photos or videos may be included (Customer and Democracy Live will define core elements to be included).
- County may setup their own Accessible Voter Guide or request the Gold Package setup services from Democracy Live.

Sample Ballot

- Democracy Live will deliver to Customer an online sample ballot that enables the voter to mark candidate/contest choices and print a reference sheet displaying the marked selections.

UOCAVA PDF Ballot Delivery

- Democracy Live will deliver to Customer a PDF ballot delivery system that enables the voter to access return materials and a PDF of the appropriate ballot style.
- The voter prints the PDF locally, marks the paper ballot, and subsequently returns the completed ballot to the County.

Remote Accessible Vote by Mail (Secure Select)

- Democracy Live will deliver to Customer a secure ballot marking system that enables the voter to access return materials and an on-screen representation of the appropriate ballot style.
- The voter marks, reviews, and prints their selections to be mailed to the County.

UOCAVA Secure Select

- Democracy Live will deliver to Customer a secure ballot marking system that enables the voter to access return materials and an on-screen representation of the appropriate ballot style.
- The voter marks, reviews, and prints their selections to be mailed to the County.

Languages

- English

- Spanish

OmniBallot Online Overview

Accessibility

All OmniBallot Online products are highly accessible and meet the following:

- Satisfy all applicable WCAG 2.0/2.1 specifications.
- Section 508 Compliant
- Compatible with (but not limited to) VoiceOver on macOS and JAWS, Narrator, and NVDA on Windows
- Accessible by keyboard and commonly-used input devices.

Feature Options

- Includes Voter access and authentication options
  - Utilize Voter Lookup application using VR files maintained in OmniBallot
  - Integration with existing Voter Portal
  - Directly embed OmniBallot applications into County website.
- Supports a variety of language options
- Customizable text and interface language
- Create custom voter workflows to meet specific requirements

Secure Select Features

- Provides summary screen with option to change selections before printing
- Prohibits overvotes
- Provides undervote warnings
- Supports write-ins up to 32 characters
- Includes 2D barcode representation of selections

Technical Specifications

- Does not require the installation of special software
- Supports compliance with UOCAVA/MOVE Act requirements
- Compatible with (but not limited to) the most recent two versions of all major browsers (Chrome, Edge, Firefox, Internet Explorer, Safari) on the most recent two versions of Windows and macOS.
- Supports virtually unlimited number of ballot styles

Democracy Live Services

Training- Democracy Live will deliver online orientation and training that includes:

o Defining key points of contact for contract management and technical support for Customer and Democracy Live
o Identification and addition of Customer system administrators and roles
o Introduction to written, video and system-embedded training tools and materials
o Demonstration and training on administrative tasks
o Demonstration and training on self-management of Voter Registration (VR) file updates
o Demonstration and training on Quality Assurance (QA) testing, including ballot review and walk-through of voter experience
o Explanation of all available report modules and access to raw data logs
o Detailed description of all required data files from the Customer, including required format. Example files and data templates provided as learning tools
o Overview of the election management workflow, including preparation of data files, time-lines, system configuration, quality assurance testing, election deployment and close-out
o Establishment of an elections calendar to cover all scheduled elections throughout the entire contract period and agreement on methodology for managing unscheduled events (special elections, etc.)
o Democracy Live will provide Customer with a Complete User Guide and Technical Documentation during OmniBallot Online training.
o Training will last one-two hours as needed

Email Center- Democracy Live will resume email services as soon as practicable.

o Provide an email center to deliver the ballot link to UOCAVA voters
o Provide a report on email activity. Emails opened, clicked on, and bounced
o The system will detect if an email is incorrect, or give the option to send the email only to new emails in the list

Configuration and Support Services (Optional Gold Package Services)

Election Data Preparation

1. Democracy Live will provide support to Customer in the preparation and review of required data files for system configuration, including:
   - Structured data files, if used
   - Voter Guide content pages in TXT, PDF, DOC, or DOCX format
   - Ballot PDFs
   - Ballot style mapping spreadsheet in .csv format
   - Comprehensive VR file in CSV or TXT format
   - Ballot return materials in PDF format
   - Definition of desired overlays and placement on materials

System Configuration

- Democracy Live will configure all contracted services utilizing Customer data in accordance with established timelines.
- Democracy Live will provide QA testing links that will enable the Customer to review/approve all work before the system is activated and made available to voters.
- QA Testing includes:

  - Quick Review- A list of each ballot style in an election, its ballot content and all associated precincts.
  - Voter QA Testing- A review of the end-to-end voter experience to review workflow and confirm delivery of correct ballot content. This testing will not affect voter usage statistic reports.
  - Democracy Live will activate contracted services upon completion of review and written approval of content by Customer.

Election Maintenance Through Election Day

- Democracy Live will assign Customer a Technical Accounts Manager to serve as the primary point of contact for all service issues.
- Democracy Live will provide ongoing issue response/customer support, as detailed in the Service Level Agreement (SLA), which is incorporated herein and made part of the Agreement by this reference, to respond to any identified issues, questions or requested content edits
- Democracy Live will perform VR updates at the request of County. Democracy Live will train County on how to import VR databases after the initial import.

Post-Election Tasks

- Democracy Live will assist customer with post-election reports, as needed.
- Democracy Live will archive election-related data for an agreed upon period.
- Democracy Live will "purge" election-related data from any Democracy Live-maintained systems upon written request of Customer.

<u>Customer Requirements</u>

- Complete onboarding orientation with Democracy Live.
- <u>Provide complete and accurate election data in required format a minimum of ten business days prior to product launch dates</u>. *Failure to provide data in identified format or in accordance with established timelines may result in product launch delays.*
- Complete review and QA testing of all products before launch.
- Send written approval of system (e-mail) to authorize activation of system features.
- Perform all VR updates after initial product launch.

- Notify Democracy Live of any changes to language requirements as soon as practicable.
- Notify Democracy Live of any changes to election calendar as soon as practicable.
- Notify Democracy Live of changes to system administrators (addition/deletion).
- Notify Democracy Live of changes to key personnel assigned to system administration/support.
- All data must be uploaded to https://upload.liveballot.com. Any data delivered outside of this website may not be accepted by Democracy Live and will not be considered delivered in accordance with the ten business day requirement.

EXHIBIT B – Support and Maintenance

Service Level Agreement

Democracy Live business hours are **9:00 am to 5:00 p.m**. Pacific Time, Monday through Friday. During these hours, an assigned account manager will be available.

Democracy Live is committed to providing the highest level of support to Customer throughout the Term of this Agreement. Democracy Live will perform the following Service Levels, as applicable, in connection with this Agreement.

Democracy Live acknowledges that support requests may be submitted by either the town officials operating the system or Elections Division staff administering the system.

Election Calendar Period through Election Certification – Concurrent with the expected period configuring and testing the Solution between 60 and 45 days prior to election day, and through the final certification of the election, Democracy Live will respond to issues reported by email at support@democracylive.com or phone (855-655-VOTE), within one hour, 7 days a week, 24 hours a day. Upon notification to the company's Customer Support System the issue will be immediately routed to the appropriate operational personnel, and a case will be opened and managed through satisfactory resolution of the reported issue.

Off Peak Times – During the relatively quiet periods between the certification of the most recent election, and the configuration of the next, Democracy Live will respond to issues reported by email support@democracylive.com or phone (855-655-VOTE) within one hour, available during normal business hours eastern standard time. Upon notification to the company's Customer Support System the issue will be immediately routed to the appropriate operational personnel, and a case will be opened and managed through satisfactory resolution of the reported issue.

Support - For as long as Customer has paid all applicable fees and is in compliance with all the terms of this Agreement, including as set forth in the Attachments, and as long as this Agreement is in effect, Democracy Live will provide Support and Maintenance as described in Exhibit C. Notwithstanding anything to the contrary in this Agreement, Democracy Live will not provide Support and Maintenance for: (a)Any products other than the Software provided by Democracy

Live under this Agreement; (b)Any modifications to Software not made by Democracy Live or a third party authorized in writing by Democracy Live to make modifications; or (c) Any use of Software that is not in accordance with this Agreement, the documentation or other written instructions provided by Democracy Live.